



the CONNECTION



Message from our CEO John Ohanian

Issue #1 July 2011

Dear Friends of 2-1-1 San Diego,

This year marks six years that our organization has been in business.

In those years we've connected more than one million people with the help they need.

Every hour of every day, people search for help. They can't call 911 because their problem isn't a life threatening emergency. They don't call 411 because don't even know what kind of help to ask for.

But they can – and do – call 2-1-1. By doing so they connect with a live person to help them through their personal crisis.

In just these short years, 2-1-1 has grown to meet the needs of our ever-changing community. By combining creative thinking with the power of technology, 2-1-1 ensures every client receives the critical information they need quickly, and with a good dose of compassion

But we don't do it alone.

The reality is that it's the nonprofits, and other agencies in our community – the ones we refer our clients to – who actually provide these individuals with the critical care they need.

We thank these organizations for being a part of 2-1-1's network, for creating a wide spectrum of information that our community – and 2-1-1 - cannot live without.

These partnerships are what this inaugural issue of The Connection is all about... bringing awareness to the vital connection between 2-1-1 and the agencies who make the mission happen.

We invite you to read more about the latest happenings at 2-1-1. We invite you to learn about how we use partnerships to effectively carry out our mission. We invite you to get involved.

And we thank you for making a difference – and for helping us do the same.



John Ohanian
Chief Executive Officer

Did You Know?

How many referrals have we made to your organization?



If you received this newsletter, chances are your agency is listed in our database.

If this is the case, let us first say thank you! It is our pleasure to partner with your organization to meet the needs of San Diego's community.

Now here's what you might not know. By being a part of our database, your agency is part of a significant and critical network. Right now our database includes

information on more than **6,000 community, health and disaster response programs** -- and it grows every day!

Anyone with internet access can search the 2-1-1 database to find community resources, tailoring their search by such categories as agency name, key word, zip code, and target population.

Did you know that, by being a part of the 2-1-1 database, you can:

- Revise, update and add any new program information to your own personalized agency profile within five minutes?
- Receive updates on the number of referrals your agency receives on a monthly basis?
- Monitor how many visits have been made to your agency's program page?

So, how's your listing?

What information about your organization is vital for people in need to know?

Want to find out?

Contact our Resource Center at **resourcecenter@211sandiego.org** and connect with a highly-trained specialist to access your agency profile and enhance it to best connect your services to those who need them.

Upcoming Opportunities & Events

Be Part of the 2-1-1 Disaster Relief Team

Through devastating disasters - like the 2007 wildfires and hurricane Katrina – the 2-1-1 system has been there for people in need.

It's not a question of "if"... but "when" the next disaster will strike.

When a disaster happens, having critical and up-to-the-minute information can mean the difference between life and death. Through the latest technology, 2-1-1 San Diego provides the public with real-time information about disasters and related information – like shelters, road closures, and recovery and relief programs. Our goal is to help people make the best and most informed decisions they can to stay safe and thrive. Our dedicated volunteers help carry out that mission.

We take those volunteers – and how we train them – very seriously. That's why we have implemented a new series of Disaster Response Team trainings.

Our first was held on June 18, when 100 volunteers came together to learn in-depth information on 2-1-1's role in responding to public crises. The session included hands-on activities to increase understanding on how to answer the 2-1-1 phone line and navigate the organization's database.

Joining the staff at 2-1-1, County Supervisor Greg Cox and Frank Urtasan, Regional VP of External Relations at SDG&E (which sponsored the training) thanked participants for their commitment of time and energy to the organization.



2-1-1 Disaster Team Training, June 2011

When it was over, the training had created a core group of energized, enthusiastic volunteers, each of whom stands ready to help people make informed decisions to stay safe and thrive during a disaster.

Would you like to join the 2-1-1 Disaster Response Team?

Save the date for our next training ~ Saturday, Sept 24, 2011.

If you're interested in joining our team, please sign up at www.211sandiego.org to receive more information.

Serving Those Who Serve Us

Connecting Veterans and Active Duty Military to Resources and Support



Since January, 2-1-1 San Diego has answered 4,000 calls from veterans or active duty military clients, accounting for 5% of 2-1-1's overall call volume for the period.

Of the total needs, 45% sought basic needs like food, housing, transportation and utility assistance, 8% sought healthcare resources, 8% sought Individual and family support services, and another 5% asked about mental health or substance abuse services.

As one of the counties in the nation with the highest population of Veterans and Active Duty Military, and with more troops returning to our county each month, 2-1-1 San Diego has a responsibility to provide this population with tailored information and referrals that best address their unique needs.

Now, 2-1-1 San Diego is proud to partner with Mental Health Systems, Veterans Village of San Diego (VVSD), Mental Health America of San Diego and the San Diego Veterans Coalition (SDVC) on the Courage to Call program.

Starting July 1, Courage to Call will provide around-the-clock supportive guidance, information and referral services to veterans, active duty military, reservists, National Guardsmen and their families. By simply dialing 2-1-1, these individuals can connect to a peer-to-peer program, complete with services that enable them to develop coping skills, improve communication, decrease anxiety or depression, overcome substance abuse, build healthy relationships and adjust to life after the military.

The Courage to Call program is funded by County of San Diego Mental Health Services, under the California Mental Health Services Act/Prevention and Early Intervention.

To learn more about Military & Veteran Services resources and services, visit our website at <http://www.211sandiego.org/military-and-veteran-services>.

